

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

**January 19, 2001**

**IN RE:**

**IMPLEMENTATION OF 711 ACCESS**

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**DOCKET NO.**  
**00-01135**

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**ORDER IMPLEMENTING 711 RELAY DIALING**

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This matter came before the Tennessee Regulatory Authority (the "Authority") at the regularly scheduled Authority Conference held on December 19, 2000, to consider establishing an implementation date for the use of 711 as the abbreviated number to access telecommunications relay services<sup>1</sup> as required by the Federal Communications Commission ("FCC").

After review of certain FCC Orders as well as comments and recommendations made during the Conference, the Directors approved the following findings and conclusions:

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<sup>1</sup> Telecommunications relay services are:

[t]elephone transmission services that provide the ability for an individual who has a hearing impairment or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services by wire or radio. Such term includes services that enable two-way communication between an individual who uses a TDD [text telephone device] or other nonvoice terminal device and an individual who does not use such a device.

*Telecommunications Relay Services and Speech-To-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, CC Docket No. 98-67, 15 FCC Rcd. 5140, sec. B ¶ 2 (released Mar. 6, 2000) (Report and Order and Further Notice of Proposed Rulemaking) (citing 47 U.S.C. § 225(a)(3)).

1) On February 19, 1997, the FCC designated 711 as the national access abbreviated number for telecommunications relay services.<sup>2</sup> This abbreviated dialing system is designed to improve access to telecommunications relay services. The FCC ordered all telecommunications carriers, including wireline, wireless, and payphone service providers, to implement 711 on or before October 1, 2001.<sup>3</sup>

2) The Authority has the statutory duty to ensure that all telecommunications service providers provide access to telecommunications relay services in Tennessee.<sup>4</sup>

3) Telecommunication service providers can implement 711 in Tennessee as early as March 30, 2001.

4) Early implementation of 711 in Tennessee is in the public interest. Any telecommunications service provider unable to meet the March 30, 2001 implementation date should petition the Authority for modification of such date by January 19, 2001.

5) The Authority acknowledges the possibility that wireless carriers and payphone service providers may experience certain problems with implementation.<sup>5</sup> Due to these potential implementation problems, the Authority directs its staff to work with payphone service providers and wireless carriers to facilitate their compliance with the March 30, 2001 implementation date.

Based upon the foregoing, the Directors voted unanimously to require telecommunications service providers to implement 711 as the abbreviated number to access telecommunications relay services by March 30, 2001.

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<sup>2</sup> See *The Use of N11 Codes and Other Abbreviated Dialing Arrangements*, FCC 97-51, CC Docket No. 92-105, 12 FCC Rcd. 5572, ¶ 55 (released Feb. 19, 1997) (First Report and Order).

<sup>3</sup> See *The Use of N11 Codes and Other Abbreviated Dialing Arrangements*, FCC 00-257, CC Docket No. 92-105, 2000 WL 1114930, ¶ 32 (released Aug. 9, 2000) (Second Report and Order).

<sup>4</sup> See Tenn. Code Ann. § 65-4-124(c).

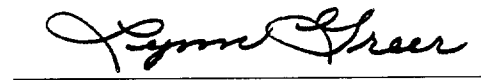
<sup>5</sup> See Second Report and Order, ¶¶ 33-39.

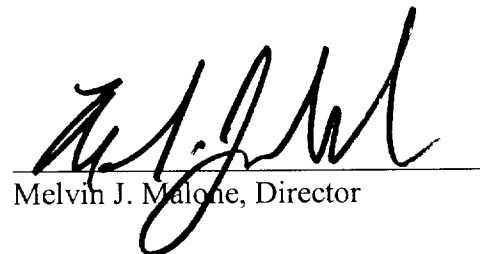
**IT IS THEREFORE ORDERED THAT:**

1. Tennessee telecommunications service providers, including wireline and payphone service providers, shall implement the use of 711 as the abbreviated number for access to telecommunications relay services in Tennessee by March 30, 2001.

2) Any petition to modify the March 30, 2001 implementation date shall be filed no later than January 19, 2001 and shall include a detailed explanation relative to such requested modification.

  
Sara Kyle, Chairman

  
H. Lynn Greer, Jr., Director

  
Melvin J. Malone, Director

ATTEST:

  
K. David Waddell, Executive Secretary